



Department of Medical Assistance Services
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www.dmas.state.va.us

MEDICAID PROVIDER MANUAL UPDATE

TO: All providers of Dental services participating in the Virginia Medical Assistance Program, Managed Care Organizations providing services to Virginia Medicaid recipients, and all holders of the *Dental* provider manual

UPDATE: D-02-02

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

DATE: 10-1-02

SUBJECT: Update to Second Edition of the *Dental* Provider Manual

The purpose of this memorandum is to provide the October quarterly update for Chapter II, Chapter IV, Chapter V, Chapter VI, Appendix B, and Appendix C of your provider manual. The attached table shows the changes to the manual. Please insert the new pages and retain the attached table.

The amendments to Chapter II: (1) update the chapter Table of Contents; (2) clarify the information on the reconsideration and appeals of adverse actions; (3) correct references to the Mail Suppression Form to the Mailing Suspension Form; (4) update the Table of Contents for the "Exhibits" section; and (5) provide a revised provider participation agreement and Mailing Suspension Form in the "Exhibits" section.

The amendments to Chapter IV: (1) update the Table of Contents; (2) provide examples of both non-covered and incidental services; (3) clarify that providers may not bill for broken or missed appointments; (4) change the address for the submission of the ADA Claim Form (1994); (5) clarify that providers may perform and bill for certain non-urgent services listed in Appendix C without requesting preauthorization for recipients under age 21; (6) update the information on the recipient appeals of the denial of services; and (7) include formatting changes.

The amendments to Chapter V: (1) update the Table of Contents; (2) require the inclusion of any radiographs and supporting data related to the request with the submission of the ADA (1994) Claim Form and Preauthorization Request (DMAS-704) and delete duplicative information related to this change; (3) change the unit name from Provider Inquiry Unit, Division of Client Services to Customer Service Unit when submitting written questions concerning billing problems, covered benefits, DMAS policy and remittances, and any other miscellaneous correspondence; (4) change the medium for submitting computer-generated invoices from magnetic tape to diskette; (5) update the policies and procedures for obtaining forms and brochures; (6) add code 541 to the void codes for the ADA

(1994) Claim Form; and (7) clarify that the provider may use the ADA (1994) Claim Form to bill for true emergency/urgent services or for non-urgent services requiring preauthorization.

The amendment to Chapter VI updates the entire chapter with the current utilization and review policies and procedures.

The amendment to Appendix B adds code 00240 – radiograph intraoral – occlusal film to the list of services not requiring preauthorization.

The amendment to Appendix C: (1) updates the list of dental services and procedure codes that require preauthorization and identify those for which preauthorization is recommended or mandatory.

Please review these changes carefully.

COPIES OF MANUALS

DMAS publishes searchable and printable copies of its provider manuals and Medicaid memoranda on the Internet. Please visit the DMAS website at www.dmas.state.va.us. Refer to the Provider Column to find Medicaid and SLH provider manuals or click on “Medicaid Memos to Providers” to see Medicaid memoranda. The Internet is the fastest way to receive provider information.

“HELPLINE”

The “HELPLINE” is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The “HELPLINE” numbers are:

786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the “HELPLINE” is for provider use only.

Attachments (1)

DENTAL MANUAL
REVISION CHART
October 1, 2002

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter II	Table of Contents, Pages 5 - 8, and Pages 1, 2, and 3 of the "Exhibits" Section		Table of Contents, Pages 5 - 8, and Pages 1, 2, and 3 of the "Exhibits" Section	10/1/2002
Chapter IV	Table of Contents, Pages 2 - 4, 12, and 27	Page 4.1	Table of Contents, Pages 2 - 4, 12, and 27	10/1/2002
Chapter V	Table of Contents, Pages 1, - 4, 10, 12, 15 - 17, 25, 32, and Pages 3 and 4 of the "Exhibits" Section	Pages 12.1 and 25.1	Table of Contents, Pages 1 - 4, 10, 12, 15 - 17, 25, 32, and Pages 3 and 4 of the "Exhibits" Section	10/1/2002
Chapter VI	Entire Chapter		Entire Chapter	10/1/2002
Appendix B	Page 1	Page 1.1	Page 1	10/1/2002
Appendix C	Entire Appendix		Entire Appendix	10/1/2002

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter II	Old Table of Contents, Pages 5 - 8, and Pages 1, 2, and 3 of the "Exhibits" Section	New Table of Contents, Pages 5 - 8, and Pages 1, 2, and 3 of the "Exhibits" Section	
Chapter IV	Old Table of Contents, Pages 2 - 4, 12, and 27	New Table of Contents, Pages 2 - 4, 4.1, 12, and 27	
Chapter V	Old Table of Contents, Pages 1 - 4, 10, 12, 15 - 17, 25, 32, and Pages 3 and 4 of the "Exhibits" Section	New Table of Contents, Pages 1 - 4, 10, 12, 12.1, 15 - 17, 25, 25.1, 32, and Pages 3 and 4 of the "Exhibits" Section	
Chapter VI	Old Chapter VI	New Chapter VI	
Appendix B	Old Page 1	New Pages 1 and 1.1	
Appendix C	Old Appendix C	New Appendix C	